Executive Director’s Report

The Access Services Board of Directors met on October 24th in the Metro Board Room.

- The Board approved the Consent Calendar which included items on the renewal of Access’ insurance policies as well as updates to the Agency’s Equal Employment Opportunity (EEO) and Title VI plans.

- The Board also was given presentations on Access’ Eligibility and Appeals processes as well as an update about our new Eligibility facility in the City of Commerce.

As always, please let me know if you would like additional information about these items or any other Access information.

Andre Colaiace
Interim Executive Director

Access Community Meetings

The next round of Access Community Meetings scheduled for the month of November is right around the corner. Operations is working with various departments to support these efforts. A big THANKS goes to Access Staff for their planning and coordination efforts.

Mike Greenwood, Deputy Executive Director, Operations & Safety

Santa Clarita Region
Monday, November 7, 2016
2pm-4pm (English)
Old Town Newhall Library
24500 Main St
Santa Clarita, CA 91321

Southern Region
Thursday, November 10
10am-12pm (English)
1:30pm-3pm (Spanish)
Veterans Memorial Building
4117 Overland Ave

Northern Region
Monday, November 14
9:30am-11am (Spanish)
12pm-2pm (English)
Encino Women’s Club
4924 Paso Robles Ave

Eastern Region
Tuesday, November 15
10am-12pm (English)
1:30pm-3pm (Spanish)
Jack Crippen Senior Center
3120 N Tyler Ave

Antelope Valley Region
Thursday, November 17
11am-1pm (English)
Lancaster Library
601 W Lancaster Blvd
Lancaster, CA 93534

West Central Region
Saturday, November 19
1:30pm-3:30pm (English)
4:30pm-6pm (Spanish)
Westchester Senior Citizen Center
The 32nd Annual Disaster Preparedness Academy

On Tuesday October, 11th Cynthia Perkins-Stevenson, Luis Pacheco and I attended the 32nd Annual Disaster Preparedness Academy (DPA) hosted by the American Red Cross at the Anaheim Convention Center. The DPA’s mission is to provide information regarding emergency preparedness planning, mitigation, response, and recovery.

The DPA opened with an insightful presentation by Dr. Ann Gordon (Associate Dean, Wilkinson College of Arts, Chapman University) on the results of the Chapman University Survey of American Fears. Dr. Gordon’s research indicated that people, in general, do not respond well to fear-based information. In addition, her research determined that emergency preparedness awareness materials and announcements required a makeover.

The DPA also included various information sessions that were group focused. These sessions included School and University Preparedness, Workplace Preparedness, Workplace Recovery, Terrorism, Active Shooter Incidents, Training and Exercise, and Resources. The DPA closed with a stunning and heartfelt presentation by Lieutenant Mike Madden of the San Bernardino Police Department who was the first officer on the scene during the San Bernardino Regional Center shooting on December 2, 2015. Lt. Madden shared how multiple agencies responded quickly and efficiently to save lives.

Access will continue to develop protocols and build partnerships with other organizations that will assist staff to respond to future emergencies.

Jack Garate, Operations Administrator

Patsaouras Transit Bus Plaza Reopening

The Patsaouras Transit Bus Plaza reopened on Monday, October 10, 2016. With the bus plaza reopening, Access will again be able to perform pick-ups and drop offs at the Union Station East Portal located on the outside circle of the bus plaza. The upgrades to the bus plaza will allow the flow of buses and shuttles, including Access, to more easily navigate the area.

Access and Metro instituted an alternate area to perform coordinated pick-ups and drop offs during the bus plaza closure that lasted 3 months. Access would like to thank Metro for their flexibility and accommodations, and the basin contractors for their efforts in ensuring Access riders were provided with safe and efficient service during the bus plaza closure.

Jack Garate, Operations Administrator
Incident Command System Training

Senior Road Safety Inspector Alex Chrisman and I participated in the two-day ICS (Incident Command System) 400: Advanced ICS Command and General Staff – Complex Incidents training on October 17-18, 2016 conducted at the Frank Hotchkin Fire Department Training Center near Dodger Stadium. The course provided training and resources for personnel who require advanced application of the ICS. The course expanded upon information covered in ICS 100 and ICS 300 courses.

The training expanded on how the National Incident Management System (NIMS) Command and Management component supports the management of expanding incidents. The training also provided further information and details on the incident/event management process for large-scale organization development; roles and relationships of the primary staff; the planning, operational, logistical and fiscal considerations related to the large and complex incident/event management. The training also offered exercises where students implemented the application of Area Command and the importance of interagency coordination on complex incidents/events. This knowledge helped Alex and I gain perspective on how the Access Emergency Operations Center will interact with other local agencies such as the County of Los Angeles during an incident and how the chain of command and control flows from the local level all the way up to the federal level.

Over thirty (30) people attended the two-day training which represented various agencies including the Los Angeles Police Department (LAPD), the Los Angeles Fire Department (LAFD), and the Los Angeles Department of Transportation (LADOT) among others. Lieutenant Maria Acosta of the LAPD and Emergency Management Coordinator Michelle Riebeling of the Emergency Management Department of Los Angeles facilitated the two-day training.

Jack Garate, Operations Administrator
Rider Comments

"I would like to file a Smile for Representative Jairo Perez. He was very helpful, kind and very patient dealing with angry customers."

Yvette Perez
(customer since July 2014)

"I would like to file a Smile for Vanessa. She was extremely professional. This was by far the fastest reservation I have ever made and I didn't have to repeat myself. Thank you Access!"

Linda Ticey
(customer since February 2012)

Hybrid Vehicle Training

Back in October, Access teamed up with LA Trade Tech to set up hybrid vehicle training sessions to teach providers more about hybrid operations, components, and factory service diagnostics.

On the first day of the class, our instructor, Carlos Rojas, started the session with an introduction to hybrid safety and discussed the different types of hybrid systems. He stressed the importance of Personal Protective Equipment (PPE) which includes safety gloves, shoes and other items which are needed when working around a hybrid system. After a short lunch break, we spent the rest of the afternoon working on various hybrid vehicles to identify each vehicle’s battery and to identify the different ways for venting the battery. Mr. Rojas stressed the importance of this due to the vast difference in battery location from one model year to the next.

On day two, Mr. Rojas explained different hybrid systems and how each one differs from the other. After lunch, we continued with how to disable the transmission lock to disengage from “park” mode. We also learned procedures on how to enable and disable the smart key fob.

The last day of the class covered the internal combustion engine of a hybrid and how it helps charge the battery unit. Mr. Rojas gave us a demonstration on Techstream, which is Toyota’s OEM diagnostic software system. We tested vehicles and modified vehicle functions.

Overall, the experience was informative and gave us a better understanding of technology in the auto industry. This type of collaboration helps our service providers and better serve our customers.

William Kim, Fleet Maintenance Analyst